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Business Communications Manager

Nortel Networks IP Phone 2001

User Guide



NORTEL NETWORKS™

Getting Started

The Nortel Networks IP Phone 2001 brings voice and data to your desktop.

Introduction

This guide contains information about:

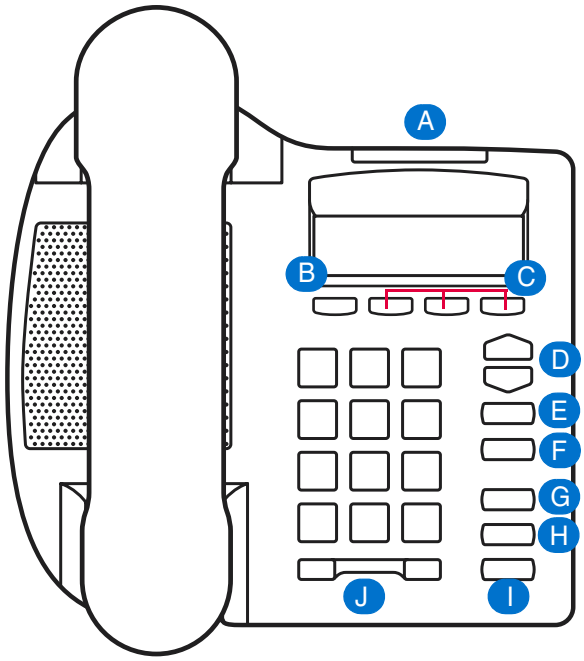
- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to offset the time on your telephone display
- how to use the navigation buttons
- how to program memory buttons

The IP Phone 2001



Note: For information on telephone features and how to use them, refer to the *Business Communications Manager Telephone Feature User Guide.*

IP Phone 2001 default buttons and descriptions



A Telephone light

Flashes when a call rings at the telephone.

Lights up when `Message for you` appears on the display.

B Feature button

Starts or ends a feature.

C Display buttons

Shows feature options.

D Navigation cluster buttons

Allows you to view items stored in your Call Log.

For more information on the Call Log feature, refer to "Navigation buttons" on page 9.

E Services button or (programmable memory button)

Allows you to view the scrollable display menu for feature options (FEATURE *900), including the hot desking feature.

For more information on hot desking and other IP feature options, refer to the *Business Communications Manager Telephone Feature User Guide.*

Note: Feature options in this menu are configured by your system administrator.

F **Message button** or Message **(programmable memory button)**

Opens your mailbox on the internal voice message center.

For more information about mailbox options, refer to the documentation provided with the internal voice message center.

G **Goodbye button** or Goodbye

Ends an active call.

H **Hold button** or Hold

Places an active call on hold

I **Line button** or Line **(programmable memory button)**

Allows you to make a call on an intercom line.

J **Volume bar**

Adjusts the handset and ringer volume.

Telephone display

The following information appears on the display when the telephone is not in use:

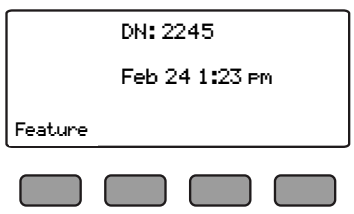
- Set identification (number or name)
- Date and time
- Label for the `Feature` button

The following information appears on the display when the telephone is in use:

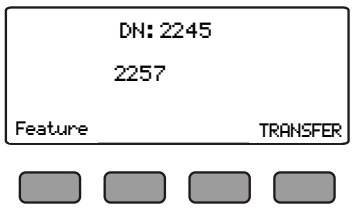
- Set identification (number or name)
- Label for the `Feature` button
- Call or feature information
- Labels for the display buttons
  Button labels appear in capital letters directly above the display buttons. Button labels vary depending on the type of call or feature in use.

Display area examples

idle



Active - internal call



Telephone setup

Basic telephone setup features are:

- Display contrast
- Language choice
- Ring type

Display contrast level

Adjust the contrast for the telephone display.

1. Press Feature * 7.
2. Press DOWN and UP to view the levels.
3. Press OK to select a level.

Language choice

Select the Primary Language for the telephone display.

1. Press Feature * 5 0 1.

Select the Alternate Language for the telephone display.

1. Press Feature * 5 0 2.

Select the Alternate Language 2 for the telephone display.

1. Press Feature * 5 0 3.

Select the Alternate Language 3 for the telephone display.

1. Press Feature * 5 0 4.

Ring type

Select a different ring type for your telephone.

1. Press Feature * 6.
2. Press 1, 2, 3, 4, or NEXT or to hear the different ring types.
3. Press OK to store the ring type.

Features and buttons

This section describes some of the IP Phone 2001 buttons and call features:

- Basic call features
- Navigation buttons
- Programmable memory buttons

Basic call features

There are many ways to make a call depending on your telephone programming and the type of call.

External calls

1. Lift the handset.
2. Enter the external code (or line pool code) to access an external line.
3. Dial the external telephone number.

External calls using the Line button (or Line)

1. Press or Line.
2. Enter the external code (or line pool code) to access an external line.
3. Dial the external telephone number.
4. Lift the handset to speak with the person you are calling.

Contact your system administrator to confirm what external code or line pool code to use on your telephone.

Note: When entering a line pool access code on PRI lines you will not hear dial tone.

Internal calls

1. Lift the handset.
2. Dial the extension number.

Internal calls using the Line button (or Line)

1. Press or Line.
2. Dial the extension number.
3. Lift the handset to speak with the person you are calling.

Contact your system administrator for a list of extension numbers.

Answering calls

Lift the handset to answer a call when your telephone rings and the light flashes.

Hold (or Hold)

1 While on a call, press or Hold.

2 To retrieve a held call, press or Hold again.

Make or answer a second call

You can have two calls active at the same time. Use or Hold to switch between calls.

To answer a second call while on another call

- Press or Hold to answer the second call. The first call is automatically put on hold.

To hold a call and make a second call

- Press or Hold to put the first call on hold and dial the telephone number of the second call.

To return to the first call

- Press or Hold again to return to the first call. The second call is automatically put on hold.

Time offset

When your IP Phone 2001 is located in a different time zone from your system, the display shows the system time not the local time. The Time Offset feature allows you to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time. To change the time that appears on your telephone display to local time:

1 Press Feature * 5 1 0.

2 Press CHANGE.

3 Press * to switch between adding or subtracting time.

4 Using the dialpad, enter the number of hours between local time and system time.

Note: Press # to enter half hour increments.

5 Press OK.

Note: It may take up to one minute for the change to appear on the display.

Navigation buttons

Use the Navigation buttons to scroll through or make changes to your call log. Call Log displays use the following special characters:

- 1 (underline) identifies a new item
-] identifies answered calls
- § identifies long distance calls
- / identifies that the information has been shortened

To view your Call Log:

1. Press Feature 8 1 2.
2. Press ⌓ and ⌔ to move through your items.

   Press OLD or * to view old items.

   Press NEW or # to view new items.

   Press RESUME or 0 to return to the last viewed item.
3. Press MORE or ◄ ► to view more information on an item.

To erase a Call Log entry:

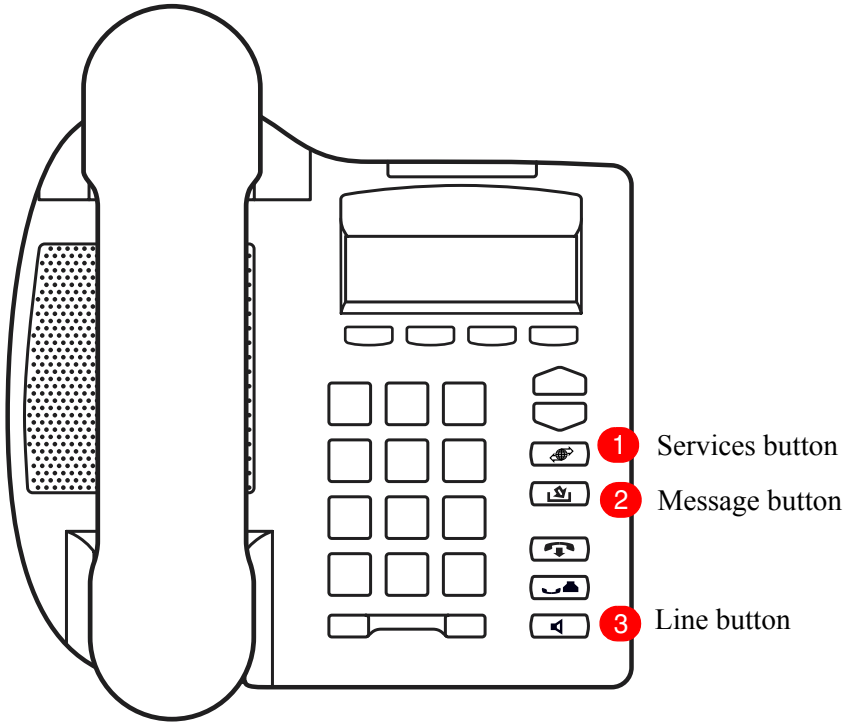
1. Press ☎ or Goodbye while viewing an item.

To return a call from your Call Log:

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using TRIM and BKSP.
3. Lift the handset.

Programmable memory buttons

There are three programmable memory buttons on your telephone. You can change the default programming on these memory buttons with internal and external numbers or features to give you one touch dialing or feature activation.



Programming memory buttons

You can program a memory button with a new number or feature.

External autodial

1 Press Feature * 1.
2 Press a memory button.
3 Enter the external number.
4 Press OK to store the number.

Internal autodial

1 Press Feature * 2.
2 Press a memory button.
3 Enter the extension number.
4 Press OK to store the number.

Features

1 Press Feature * 3 .

2 Press a memory button.

3 Press Feature and enter the feature code.

4 Press OK to store the feature code.

Erase memory buttons

1 Press Feature * 1 .

2 Press a memory button.

3 Press OK to erase the button.

Note: For information on telephone features and how to use them, refer to the *Business Communications Manager Telephone Feature User Guide.*